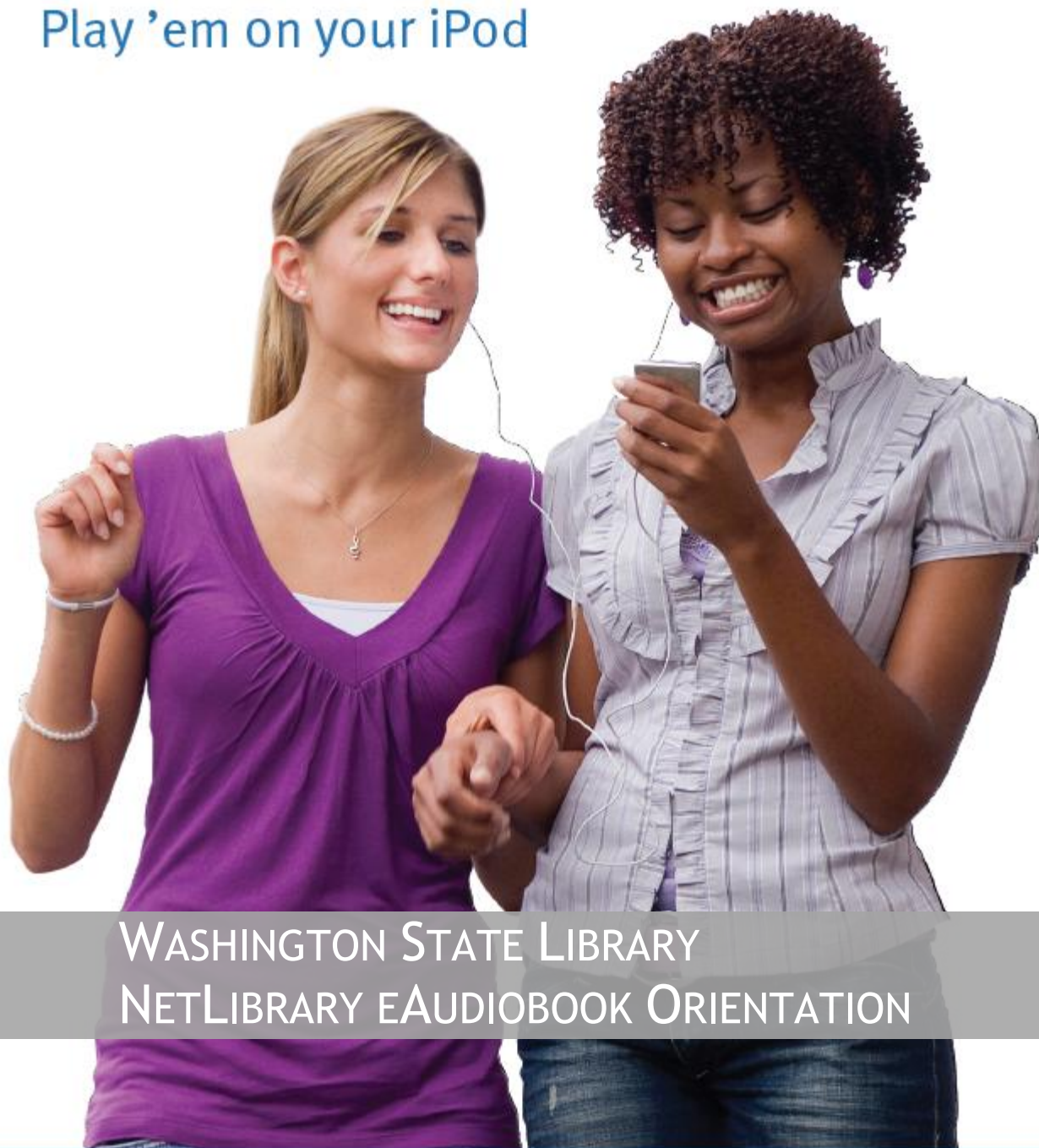


# NetLibrary eAudiobooks

Play 'em on your iPod



WASHINGTON STATE LIBRARY  
NETLIBRARY EAUDIOBOOK ORIENTATION

[www.netlibrary.com](http://www.netlibrary.com)

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# NetLibrary welcome letter

**Subject:** Welcome to eAudiobooks - Your Library Name



*Dear Library Partner,*

NetLibrary would like to welcome you to your new collection of eAudiobooks! We are pleased to share with you the following information about accessing your new eContent, such as essential steps to success and instructions for pulling reports to analyze usage data. If you have any questions beyond what is provided in this letter, please contact us.

## Accessing your new collection of NetLibrary eAudiobooks

By providing NetLibrary with IP addresses, you are able to go directly to [www.Netlibrary.org](http://www.Netlibrary.org) to access your eAudiobooks collection. Your library name should appear at the top of the page. If it does not, this means NetLibrary is not recognizing, i.e. "authenticating," your library and you will not be able to access your eAudiobooks collection. If you are not authenticating properly, please email [support@oclc.org](mailto:support@oclc.org).

Once your users access the collection, they will be able to search for and browse eAudiobooks. Patrons can create an individual user account by going to "create account" on the right side of the screen under the login boxes on your affiliated site. Users will be able to select their own user name and password. The individual user account will enable individuals to access the collection from a computer outside of your library. There is no limit to the number of user names and passwords for your library, and there is no limit to how many users can be logged on at the same time.

We encourage you to review the NetLibrary Demo to learn how to create an account, search for eContent, or Download eAudiobooks <http://www.oclc.org/netlibrary/demo/>. You can find the following information located in the Help Tab on the NetLibrary site:

- General (About NetLibrary, etc.)
- Searching
- Viewing Online
- Reading Offline
- Listening
- Account and Personalization
- Links to Frequently Asked Questions and Demos.

## NetLibrary Media Center

In addition to the standard NetLibrary platform, your patrons also have the option to download and install the NetLibrary Media Center. The Media Center enables patrons to download an eAudiobook and transfer it to a device in one click. To access the Media Center, simply select an eAudiobook to download and you will be prompted to install. Below are some links that provide helpful information to help you get started:

- **About the Media Center** – Learn more about this stand-alone, desktop application for searching, managing, transferring and listening to NetLibrary eAudiobooks. [http://library.netlibrary.com/media\\_center.aspx](http://library.netlibrary.com/media_center.aspx)
- **Media Center System Requirements** – Learn what the software and hardware requirements are for downloading the Media Center. [http://library.netlibrary.com/mc\\_requirements.aspx](http://library.netlibrary.com/mc_requirements.aspx)
- **Online Media Center Demo** – Take a tour of the Media Center. <http://www5.oclc.org/downloads/tutorials/netlibrary/mediacenter/demo.swf>
- **eAudiobook User's Guide** – Understand how to get started, how to download the Media Center, and how to download and renew eAudiobooks. <http://www.oclc.org/us/en/services/brochures>

## Marc Records

If you ordered MARC records for your eAudiobook Subscription, you will receive retrieval information in the next 1-2 weeks of your subscription activation from OCLC. You will receive an email with "**NetLibrary MARC Record Notification**" in the subject line. You will need to retrieve your records from the PSWeb with the following authorization and password:

Authorization: 555 555 555 -*example*

Password: xxxxx

Directions on how to download your MARC records will be contained the in the email notification. OCLC deletes MARC record files and cataloging reports that are posted to the PSW are deleted 90 days after posting, so please download your records before that time.

Every month new titles will be added to your subscription collection. At that time you will receive a MARC record notification containing instructions on how to load the new records associated with your subscription.

If you do not receive the MARC Record notification email, or if there is any other problem with the MARC Record transfer, please contact [orders@oclc.org](mailto:orders@oclc.org). If you do not load MARC records for your library, please pass these instructions to your staff member who does.

## Essential Steps to Success

We have identified several key activities that will lead to increased usage of your eAudiobook collection. These activities should be viewed as a personal checklist to success to leverage your eAudiobook investment:

- **Loading Your MARC Records** – Save staff time. Load all NetLibrary eAudiobook records at one time rather than have staff catalog each item individually. Make your NetLibrary collection more visible in your local catalog. <http://library.netlibrary.org/IntegratingMarcRecords.aspx>
- **Access from Anywhere (Remote Patron Authentication, or RPA)** – Make your NetLibrary collection accessible to your patrons from anywhere! <http://www.oclc.org/netlibrary/support/authentication/default.htm>
- **Promoting Your eAudiobooks** – NetLibrary offers free marketing materials to help you promote your new eAudiobook Collection to your patrons. We encourage you to visit <http://www.oclc.org/netlibrary/marketingkit/default.htm> to help your patrons to get the most out of your library's eContent collection. The NetLibrary Marketing Kit was crafted with direct input from our libraries and includes practical step-by-step guidelines, training resources, web-banners, and much more. Feel free to use any of these resources or creative ideas to help your patrons discover what NetLibrary has to offer.
- **Personal Success (Going Portable)** – Help patrons use the service with their media players by getting your staff up to speed with training. The Librarian training will show them how to use the service and how to instruct patrons when using the service. Use the Going Portable brochure to assist your staff and patrons with downloading for the first time. <http://www.oclc.org/services/brochures/goingportable.pdf>

## The Library Resource Center (LRC)

The LRC is where you, as the library administrator, can get usage statistics, manage your collection and users, and where you can access TitleSelect. You may access your LRC at <http://www.Netlibrary.org/resourcecenter>.

Use the following administrative login to access the LRC.

Username: xxxxx

Password: xxxxx

You may set up other administrative accounts as needed. To access a quick reference card on how to use the LRC please visit: <http://www.oclc.org/services/brochures/netlibraryresourcecenter.pdf>

- **Administration:** As the Library Administrator, you can manage NetLibrary user accounts via the Administration tab of the LRC. You can also provide members of your library staff access to LRC usage and collection development reports by upgrading their account to *LRC User* in the "Account Preferences"

section of the Administration tab. With this tool you can adjust the settings of your library collection such as check out limits for downloadable materials. Please note that you can only make changes in the "Administration Section" for titles that your library owns; you will not be able to adjust the settings for titles that are part of a shared collection.

- **Reporting Options:** The Library Resource Center is also a tool for you to pull information about your collection and its use. Here are some of the reports you might find useful:
  - **Owned Titles:** provides you with a list of the eContent your library owns, or to which your library has access through a shared collection. You can pull this report for each collection, or for all your collections combined.
  - **Usage Reports:** provides you with the numbers of accesses per title. There are several ways to examine the usage of your collection. The *Popular Titles* report provides statistics for the number of times titles have been accessed; you may also use *Activity by Title* or *Activity by Subject* to generate these statistics. The *Dusty Titles* report shows you which titles your patrons have not accessed, and the *Turn-Away Statistics* report tells you the number of times a user has been "turned away" from a title because all copies were in use by other users or because the library did not own a copy.
  - **All Titles** – Displays all titles available through NetLibrary.
  - **New Titles** - Displays new titles added to the NetLibrary collection over the last 24 hours, last 7 days, last 30 days, or last 90 days.
- **How to Run a Report:** Once you have selected which report you wish to run, the second screen will allow you to specify the time period, collection, etc. There are four steps to generate a specific report for your collection(s):
  - Select an Activity Interval: You can run reports for one month at a time or any other time period.
  - If you own more than one type of eContent, you'll be able to select the Content type (eBooks, eAudiobooks, etc.) for which you would like to run a report.
  - Select a collection: You select from collections of eAudiobooks or eBooks you own, or from collections you share with other libraries. Simply click on the collection(s) for which you wish to view usage in the left side box and then click the "Add" button located in-between the two boxes.
  - Select member(s) whose usage you want to view: To view your organization's usage of the collections you select, click on your organization's name in the left side box and then click the "Add" button located in-between the two boxes.
  - Click "Submit" and your report will appear shortly.

The column you will be most interested in "Accesses" is on the far left side. "Total Accesses" refers to the number of times all the titles in the entire list were either browsed or checked out by a user.

## Technical Support

If you or your patrons require technical assistance, please contact [support@oclc.org](mailto:support@oclc.org). Our support technicians are also available by phone Monday through Friday, 8 am to 6 pm US Eastern Time, at 1-800-848-5800 (USA) or +1-614-793-8682.

If you have any other questions, concerns, suggestions, or purchasing interests, please contact your Sales Representative. We hope you and your patrons will enjoy your NetLibrary eContent collection! Thank you for your ongoing support and consideration.

Best Regards,





# How do we get assistance for NetLibrary?

## OCLC Support

Hours: Monday–Friday, 7 am–9 pm (EST)

E-mail: [support@oclc.org](mailto:support@oclc.org)

Support Form: <https://www3.oclc.org/app/contact/>

Support and Training site—Find self-help resources, instructions, product demonstrations, tutorials and additional training information at: [www.oclc.org/us/en/supportandtraining/](http://www.oclc.org/us/en/supportandtraining/)

### Some topics we can help you with:

- Assistance with downloads and configuration
- View eBooks or eAudiobooks that are available to users via their library
- Manage eBooks and eAudiobooks in the Library Resource Center
- Number and length of time that eAudiobooks can be checked out
- MARC Record assistance



### Follow up questions about this session and the training materials:

#### Nathan Downing

Field Implementation Specialist & Training Developer, OCLC

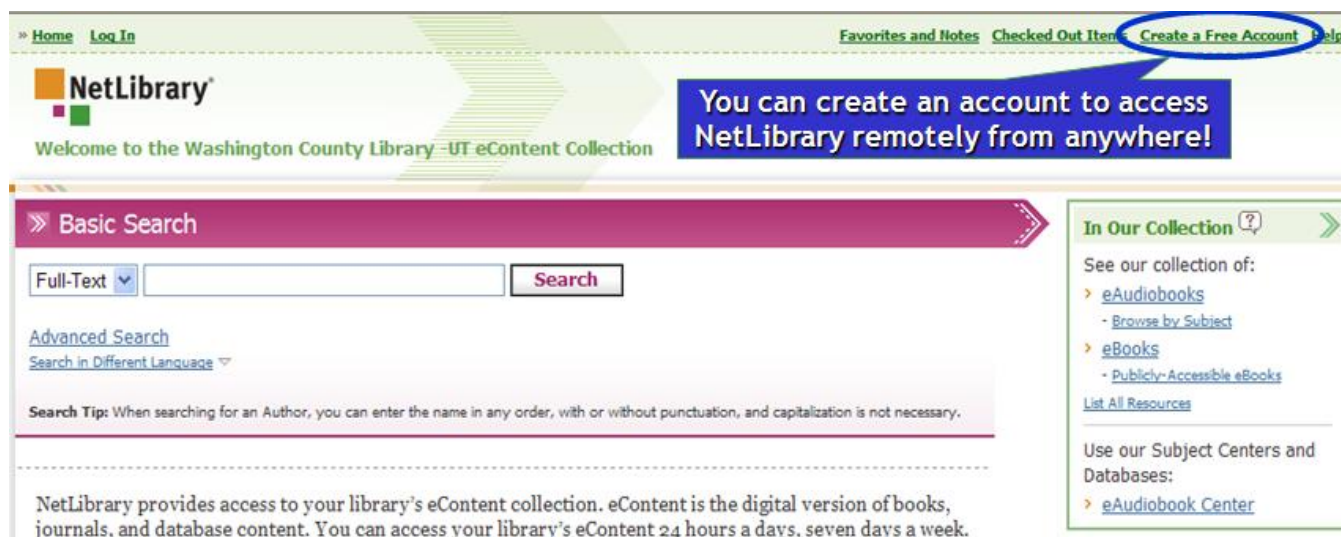
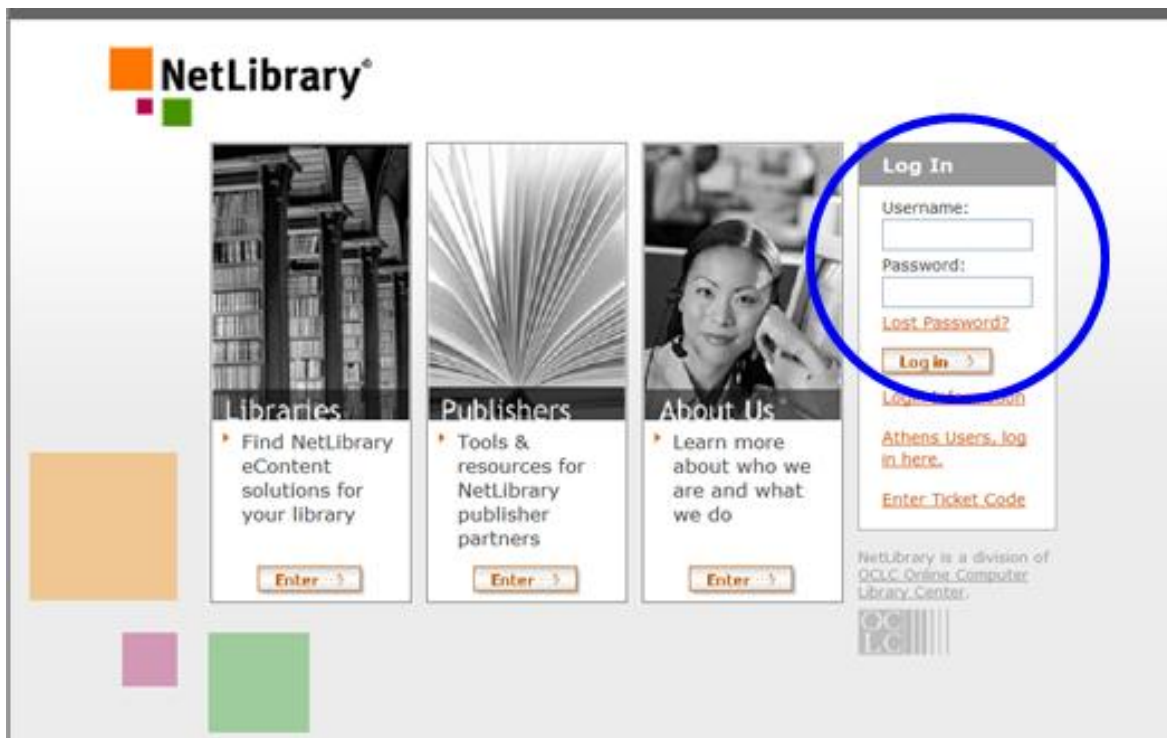
800-848-5878 ext. 5308

[downingn@oclc.org](mailto:downingn@oclc.org)

# How do we get started with NetLibrary?

## How to access NetLibrary

1. Your Library Website
2. Your library catalog or OPAC
3. The NetLibrary website: [www.netlibrary.com](http://www.netlibrary.com) or [www.netlibrary.org](http://www.netlibrary.org)
  - a. To create a NetLibrary User Account, click on the "Create a Free Account" link at [www.netlibrary.org](http://www.netlibrary.org)
  - b. Watch how to do it here: <http://www5.oclc.org/downloads/tutorials/netlibrary/create/create.htm>
4. The NetLibrary Media Center
5. Other? \_\_\_\_\_



## How to use eAudiobooks

Listen to an eAudiobook using the NetLibrary website (*Mac or Windows PC*)

1. Go to [www.netlibrary.com](http://www.netlibrary.com) and search or browse for a title
2. Check out an eAudiobook
3. Download it to your computer or laptop
4. Listen to it on your computer
5. Transfer it to your MP3 player or iPod!

Enjoy!



Listen to an eAudiobook using the Media Center (*Windows PC only*)

1. Open the Media Center and search or browse for a title
2. Click on "Transfer to Portable" or "Transfer to Computer"
3. Listen to it on your MP3 player, iPod or computer

Enjoy!



- **eAudiobook User's Guide** – Understand how to get started, how to download the Media Center, and how to download and renew eAudiobooks. [http://www.oclc.org/us/en/services/brochures/213633usb\\_netlibrary\\_eaudiobooks\\_user\\_guide.pdf](http://www.oclc.org/us/en/services/brochures/213633usb_netlibrary_eaudiobooks_user_guide.pdf)
- **NetLibrary Demos** – Shows how to download eAudiobooks to your **Mac or Windows computer**, and then transfer them to a portable device. <http://www.oclc.org/netlibrary/demo/>

## How to use the NetLibrary Media Center

In addition to the standard NetLibrary platform, your patrons also have the option to download and install the NetLibrary Media Center. The Media Center enables patrons to download an eAudiobook and transfer it to a device in one click. To access the Media Center, simply select an eAudiobook to download and you will be prompted to install. Below are some links that provide helpful information to help you get started:

- **About the Media Center** – Learn more about this stand-alone, desktop application for searching, managing, transferring and listening to NetLibrary eAudiobooks. [http://library.netlibrary.com/media\\_center.aspx](http://library.netlibrary.com/media_center.aspx)
- **Media Center System Requirements** – Learn what the software and hardware requirements are for downloading the Media Center. [http://library.netlibrary.com/mc\\_requirements.aspx](http://library.netlibrary.com/mc_requirements.aspx)
- **Online Media Center Demo** – Take a tour of the Media Center. <http://www5.oclc.org/downloads/tutorials/netlibrary/mediacenter/demo.swf>
- **eAudiobook User's Guide** – Understand how to get started, how to download the Media Center, and how to download and renew eAudiobooks. <http://www.oclc.org/us/en/services/brochures>



## Where do I download the NetLibrary Media Center?

- To download and install the Media Center on your computer, first log into [www.netlibrary.com](http://www.netlibrary.com).
- Click Help, review the Media Center installation requirements, and follow the installation procedure.
- Then launch Media Center



## Everything you need to know about MP3 players

You can listen to eAudiobooks on a wide range of portable listening devices, including portable music players and portable media centers from Apple, Creative Labs, Samsung, Toshiba, and other manufacturers.

To have an optimal experience when listening to an eAudiobook, it is recommended that you select devices that support features such as bookmarking and full time stamping and have a storage capacity of at least 1GB, since the average CD quality eAudiobook file size is 140 MB.

Please note: not all devices will support all NetLibrary eAudiobook file formats. The following list includes players that have been tested by OCLC and are compatible with one or both eAudiobook file formats. For players that will provide the best listening experience, look for the preferred device icon.

- <http://www.oclc.org/audiobooks/techspecs/devices.htm>

## Essential resources

- **NetLibrary Librarian Portal** (*aka Library Solutions*)
  - [www.netlibrary.org/Librarian](http://www.netlibrary.org/Librarian) or <http://library.netlibrary.com>
  - Click on “Tools” for electronic marketing material
  - Click on “Brochures...” for brochures
  - Click on “Marketing Kit” for... ☺
  - Click on “Manage” to go to the Library Resource Center
- **eAudiobook User's:** <http://www.oclc.org/us/en/services/brochures>
- **eAudiobook FAQs:** <http://www.netlibrary.com/Help/DisplayTopic.aspx?Name=General/FaqEaudiobooks>
- **NetLibrary Demos:** <http://www.oclc.org/netlibrary/demo>
  - **Media Center**
    - Shows how to use the new Media Center to browse and search for eAudiobooks and how to download and listen to eAudiobooks with a single click. Includes how to use Media Center to keep track of checked out items, to see when they expire, and to transfer the eAudiobook to a portable device. The NetLibrary Media Center runs on Windows XP and Vista. Time: 6 minutes
  - **Download and Listen to eAudiobooks using the NetLibrary site**
    - For Mac users**
      - Shows how to download eAudiobooks to your Mac computer, and then transfer them to a portable device that supports an MP3 file format. Time: 4 minutes
    - For Windows users**
      - Shows how to download eAudiobooks to your Windows computer, and then transfer them to a portable device. Discusses the different types of download files: WMA and MP3. Time: 4 minutes
  - **Access Collections**
    - Learn how to access your library's NetLibrary collections regardless of where you're located. Also includes how to access online and context sensitive help. Time: 3 minutes
  - **Search for eContent**
    - Shows how to create basic and advanced searches, includes how to use discovery tools, spell-checker, and navigation links to enhance your search. Time: 3 minutes
  - **View eBooks**
    - Shows how to use NetLibrary's online reader to view eContent, search within or across titles for specific content, add bookmarks and personal notes, navigate within an item, have words pronounced for you, and more. Time: 4 minutes
  - **Create an Account**
    - Learn how to create your own NetLibrary account, set your account preferences, and select the language display. See how to set security questions for your account. Time: 3 minutes
- **Washington State Library NetLibrary Recorded Books project portal**
  - <http://www.sos.wa.gov/quicklinks/eAudiobookTraining>

# Checklist for success - Getting to success with NetLibrary

Based on our experience assisting NetLibrary libraries, we have identified several key factors that are critical to a successful implementation.

[www.oclc.org/support/documentation/netlibrary/tips.htm](http://www.oclc.org/support/documentation/netlibrary/tips.htm)

- ☐ Have you loaded your NetLibrary MARC records?
- ☐ Have you promoted your NetLibrary eAudiobooks?
- ☐ Do you have a remote access method for your patrons?
- ☐ Have you used an eAudiobook yourself? ...your staff?

## Loading your MARC records

- **How it Works: Load MARC Records:** <http://www.oclc.org/support/documentation/netlibrary/tips.htm#1>
- **Instructional PDF:** <http://www.oclc.org/services/brochures/netlibrarymarcrecords.pdf>

### How do I get MARC records?

At your request, OCLC will supply complete MARC records for all titles in your eAudiobook order. Within five to ten days of your order being processed, the person listed as your MARC record contact will receive information on how to retrieve your MARC records. Records contain the standard bibliographic information for eAudiobooks including narrator, duration, format and file size.

### What are some unique MARC fields I'll find in a NetLibrary eContent bibliographic record?

- For eAudiobooks, the fixed field displays the Type of Record as an "i" (Recording: Nonmusical sound recording).
- The 001 field contains a unique control number OCLC assigns to each bibliographic record input into WorldCat.
- The 020 field (ISBN field \*International Standard Book Number) will display **[electronic bk.]** or **[electronic audio bk.]** after the ISBN.
- The 245 field (Title Statement) subfield **h** (Medium) will display **[electronic resource]**.
- The 655 field (Index Term-Genre/Form) will display **Electronic books** or **Downloadable audio books**.
- The 856 field (Electronic Location and Access) will include the NetLibrary title's URL with the eContent's Product ID in it, and a subfield "z" (Public note): **An electronic book accessible through the World Wide Web; click for information** or **A downloadable audio book accessible through the World Wide Web; click for information**.

### Will OCLC MARC records overlay existing bibliographic records in our local system for the same titles in CD or cassette version? How can we protect our local fields?

- Overlaying depends on the match point defined in your local system. Some local systems use only the ISBN as the match point. OCLC recommends you use the OCLC Control Number as your match point, not the ISBN. OCLC assigns a unique number to each bibliographic record input into WorldCat. The OCLC Control Number can be found in the MARC field 001.
- To determine how to protect your local fields, contact your local system vendor.

### When will new titles be added to my library's collection?

Approximately 30 new titles will be added to your subscription each month. These titles will be added to your collection throughout the month and will automatically be available to your new account. The MARC record contact at your library will be notified each month when the MARC records are available for these new titles.

### Will holdings automatically be set in WorldCat?

Yes, holdings will automatically be set in WorldCat unless your library requests otherwise.

# Setting up your remote access methods

- **Authentication options:** <http://www.oclc.org/netlibrary/authentication/>
- **Authentication Options brochure:**  
[http://www.oclc.org/services/brochures/212121usb\\_netlibrary\\_authentication\\_options.pdf](http://www.oclc.org/services/brochures/212121usb_netlibrary_authentication_options.pdf)
- **EZproxy Single Sign-on instructional brochure:**  
[http://www.oclc.org/services/brochures/211541usb\\_netlibrary\\_ezproxy\\_sign\\_on.pdf](http://www.oclc.org/services/brochures/211541usb_netlibrary_ezproxy_sign_on.pdf)

## IP Address Recognition

Your library's NetLibrary administrator or IT staff will need to:

1. Gather IP addresses for all computers that will access your eCollection. Make sure to include branch, campus and remote site IP addresses.
2. Submit this information to OCLC via the NetLibrary Account Setup Form (provided by your sales person) or email at: [orders@oclc.org](mailto:orders@oclc.org).
3. If your IP addresses change, go to the Library Resource Center and use the *Request Authentication Changes* link available at:  
<http://www.netlibrary.com/ResourceCenter/>

## Secure Referring URL

To use this method, your library's IT staff will need to:

1. Create a protected Web gateway for remote users to access your collection. (*Not https://...*)
  1. After verifying they are your patron/student via a barcode or password, the page should redirect them to [www.netlibrary.com](http://www.netlibrary.com)
2. Send the referring URL string to OCLC support at [support@oclc.org](mailto:support@oclc.org) for testing and authentication on the back end. Please include URL and sample bar code.

## Proxy Server

To use this method, your library's IT staff will need to:

1. You should purchase a proxy server (if the library does not already have one).
2. Library IT staff can work with third party server vendor support to configure NetLibrary access.
3. Your library's IT staff send the IP address of the proxy server to OCLC support at [support@oclc.org](mailto:support@oclc.org) for testing and authentication on the back end (please include URL and sample bar code).

## EZproxy Single Sign-on

To use this method, your library's IT staff will need to:

1. Verify you have the current version of EZproxy  
(*if not, you can simply upgrade at no additional charge*)
2. Library IT staff need to set-up EZproxy
3. Your library's IT staff will need to copy the configuration file from NetLibrary LRC to the EZproxy server
4. A simple modification to the MARC 856 field is required to support remote users accessing NetLibrary through the OPAC

Simple configuration

- Enter settings - *User-friendly interface in the LRC*
- Modify MARC 856 field
- Test - *instructions provided*

**EZproxy Single Sign-on instructional brochure:**

[http://www.oclc.org/services/brochures/211541usb\\_netlibrary\\_ezproxy\\_sign\\_on.pdf](http://www.oclc.org/services/brochures/211541usb_netlibrary_ezproxy_sign_on.pdf)



# Administration and Circulation Reports

EFFECTIVE USE: NetLibrary collections



## How it works: Library Resource Center

The **Library Resource Center (LRC)** at [www.netlibrary.org/resourcecenter](http://www.netlibrary.org/resourcecenter) is where you can administer and manage your library's NetLibrary account. In the LRC, you can manage user accounts, view current authentication information on file for your library and run real-time usage reports for all your NetLibrary eBook and Downloadable eAudiobook activity—for both unique and shared collections.

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### How to log in

To log in to the Library Resource Center (LRC), your username must have the proper security token. Typically the administrator of your library's account has access to the LRC. If you would like to gain access, check with the NetLibrary administrator at your library or contact OCLC support at [support@oclc.org](mailto:support@oclc.org).

Go to [www.netlibrary.org/resourcecenter](http://www.netlibrary.org/resourcecenter) and login with your NetLibrary username and password.

### Reports

The Reports section provides access to usage data. Sample reports are described below.

**Popular Titles:** List of all titles accessed and the number of times each title was accessed during the selected time period, organized from most used to least used.

**Activity by Title:** List of all titles and the number of times each title was accessed during the selected time period, organized alphabetically by title.

**Turnaway Statistics:** Displays attempts to view titles where all copies were in use or the title was not owned by the library.

You may specify the parameters to run a usage report: the activity, the Content type, the collection(s) and the member(s). Follow the steps at right to run a usage report.

### How to run a usage report

Select the appropriate parameters, below:

1. **Activity Interval:** Select a time period for which you wish to run the report. You may select a specific time period such as a week or a month, or the lifetime of the account.
2. **Content Type:** If your library has access to more than one type of eContent (eBooks, eAudiobooks, etc.), select the type of content for which you want to run the report.
3. **Collection:** Select your collection(s). You may select a single collection, multiple collections or all the collections to which your library has access. Click on a collection in the left box, and then click the "Add" button located in-between the two boxes.
4. **Member(s) whose usage you want to view:** Select the member whose usage you wish to view (typically your library's name), by clicking on the name in the left box and then click the "Add" button located in-between the two boxes.
5. Click "Submit" and your report will display. Sort your report by clicking on any of the column headings.
6. Export your report in a tab-delimited format to view in spreadsheet or database applications such as Excel.

Learn how to read a report, continued →

### How to read a NetLibrary usage report

There are multiple reports you can run to monitor your overall NetLibrary usage. Popular reports include Activity by Title, Activity by Subject and Turn-Away Statistics. A typical report will contain columns for information such as:

- Accesses
- Turnaways
- Title
- Subject
- LCC or Dewey classification
- Authors
- Publisher
- ISBN
- Year published

In addition to Usage Reports, you can also run Collection Development reports to display information such as owned content or new titles added recently to NetLibrary.

### How to read an eAudiobook-specific report

An eAudiobooks report lets you monitor trends in checkouts and renewals on a title and collection level. An eAudiobook report contains two additional usage columns:

- Checkouts
- Renewals

Checkouts plus renewals equal the accesses for an eAudiobook title. "Accessed" means that a title has had activity—it's been viewed, checked out or renewed. You'll find totals for accesses, checkouts and renewals in the eAudiobook-specific report.

For any eAudiobook collection that has a checkout cap associated with it, you will see your library's cap and the number of checkouts remaining against your library's cap when you run a report on your Downloadable eAudiobook collection.

NetLibrary Usage Report. Statistics such as numbers of access, checkouts and renewals can help you gauge the success of your NetLibrary investment. This screen shows an eAudiobook specific-report, with checkouts and renewals.

Library Resource Center

Home Administration TitleDirect Admin TitleSelector Reports Help

Public Library

You are here: [Home](#) > [Reports](#) > [Reports about](#)

### COLLECTION & USAGE REPORTS

Report: Activity by Title  
Interval: Lifetime

Selected Collection(s): Audiobook Bible, Audiobook Pimleur L, Audiobook Subscription Cap: (Cap = 7500, Remaining Checkout)

Selected Member(s): Public Library

This report returns data for members that this account has permission to view.

Page 1 of 30 - Total Records Returned: 731

Accesses	Checkouts	Renewals	Title	Subject	LCC	Dewey	Author	Publisher
2	2	0	The Autobiography of Benjamin Franklin: Biography On Cassette: Unabridged.	History: World and General	E002.4 F7A2 1904eab	923.272	Franklin, Benjamin	Recorded Books
2	1	1	The 11th Element: The Key to Unlocking Your Master Blueprint for Wealth and Success Recorded Books Development, Unabridged.	Business, Economics and Management	HF5386.5277 2004eab	650.1	Schnefeld, Robert	Recorded Books
1	1	0	Wolver of the Cells: Dark Tower: Unabridged.	Unabridged	P93561.1401W65 2004eab	615.7.6	King, Stephen	Recorded Books
1	1	0	A Voice in the Wind: Unabridged.	Unabridged	P92546.162165V65 2004eab	612.7.54	Rivers, Francine	Recorded Books
0	0	0	Winter Fire: Unabridged.	Unabridged	PR9199.3.6424W56 2004eab	922.7.914	Besserer, Jo	Recorded Books

Rows Per Page: 25  
Total Checkouts: 19  
Total Renewals: 1  
Total Accesses: 20

1 2 3 4 5 6 7 8 9 10

Export Tab Delimited format (Plain text file with a tab between each column of text). Compatible with multiple spreadsheet or database applications.

Total Accesses refers to the number of times all the titles reported on were viewed, renewed or checked out.

Export the data to create charts and graphs.

Selected Collections are all the collections included in this eAudiobook report, with the cap also noted.

Total Records Returned refers to the number of titles reported on and available in this eAudiobook collection.

# Promoting & Marketing NetLibrary eAudiobooks to your users

## On your website

- Front page
- Electronic Resources page
- Catalog entry page

## Everywhere else!

- Inside your library
- Outside your library
- Local schools

## NetLibrary Librarian Portal (*aka Library Solutions*)

- [www.netlibrary.org/Librarian](http://www.netlibrary.org/Librarian) or <http://library.netlibrary.com>
- Click on “Tools” for electronic marketing material
- Click on “Brochures...” for brochures
- Click on “Marketing Kit” for... ☺
- Click on “Manage” to go to the Library Resource Center

## NetLibrary Librarian Portal: Tools & Resources

- eBook of the Month
  - Monthly content promotions featuring eContent designed to showcase new and noteworthy titles available from NetLibrary.
- Logos & Graphics
  - Download NetLibrary and OCLC logos and graphics for use on your Web site or in print materials.
- Online Demos
  - Learn how to create an account, search for eContent, or Download eAudiobooks.
- Marketing Kit
  - Posters. Bookmarks. Banners. And more. Check out our free resources for promoting your eContent collection.
- QuickStart Guide
  - These free guides will answer many beginner questions, including how to create an account and log in, how to search for eContent, and more.
- Brochures & Product Info
  - Download brochures and NetLibrary product information.
- Tech Tips
  - Helpful hints for integrating MARC records, providing remote authentication, and making your NetLibrary content more visible in WorldCat searches.
- On-demand Webinars
  - Take advantage of these on-demand online sessions to learn Build, Promote, Maintain and Expand your NetLibrary eCollections.
- Success Stories
  - Learn how other librarians are managing and promoting their collections and share your success stories with us.

## FAQs:

### Can users download eAudiobooks to public computers in my library?

Although the NetLibrary system won't prevent users from downloading eAudiobooks to public computers in your library, a message on the eAudiobooks download page advises users not to do so. To prevent eAudiobooks from being downloaded to a public computer in your library, you'll need to install third-party security software.

The eAudiobooks service is designed to be used outside the library; for example, from home, work, or school, partly because libraries do not want to perform maintenance tasks related to downloading. Also, if a user downloads and opens a WMA DRM format eAudiobook file on a library computer, then the license to listen to that file is tied to that computer. The user would need to use that computer to transfer the file to a portable device and would not be able to download and listen to the eAudiobook on her home computer.

A library may choose to allow users to download eAudiobooks to USB drives (also known as jump or flash drives) in the library. In this scenario, a user downloads a file to her jump drive and does not open any WMA DRM format eAudiobook files on the library's computer. The first time the user tries to open the file from her jump drive on her own Internet-connected computer, she would be prompted to log in to the NetLibrary site and acquire a license to listen to the file. After acquiring the license, she would be able to listen to the eAudiobook or transfer the file to a portable device.

### Can I return an eAudiobook early and get another?

No. Since the licenses automatically expire, there's no way to return an eAudiobook—early or otherwise.

### Are eAudiobooks automatically removed from my computer when the checkout period expires?

Once a checkout period expires, you no longer have access to an eAudiobook. However, the eAudiobook file remains on your hard drive unless it's manually deleted.

### Once I've downloaded an eAudiobook, can I move it to another computer?

You can transfer an eAudiobook file to another computer if you haven't opened or played the eAudiobook. Once you've opened the eAudiobook, you've obtained the license that allows it to play; once you've obtained the license, you can't move the eAudiobook.

### Can I burn an eAudiobook to a CD?

Yes and no. NetLibrary MP3 format eAudiobooks can be burned to a CD and played, but encryptions on WMA DRM format eAudiobooks will make it unusable when burned to a CD. So, WMA eABs won't work.

### How do I listen to an eAudiobook in my car?

To listen to an eAudiobook in a car, you'll need a radio transmitter or other device adapter that works with your portable listening device and car stereo. Contact your device manufacturer for specific requirements.

### How do I bookmark where I left off?

If you're not using a portable device that has bookmarking capability, you can make note of your *hours:minutes* position when you stop listening and fast forward to that position when you resume.

### Do I need to return eAudiobooks when the checkout period expires?

No. The license automatically expires after three weeks, preventing you from accessing the file.

### Are usage limits standard across all libraries?

Usage limits are standard across all libraries and users in the eAudiobooks subscription model. Libraries subscribing to eAudiobooks from NetLibrary and Recorded books all have the same checkout period (21 days), the same number of renewals (one per title), and the same user checkout limit (ten per user).



These limits are standardized because this is a subscription service with no title ownership and defined pricing and access levels for all libraries.

**Once I've requested a download, do I have to stay logged in to NetLibrary for the download to complete?**

No. You can allow your login session to time out.

**Visually Impaired Access to NetLibrary**

Question:

Have you had any feedback from visually impaired patrons about ease of use for the NetLibrary website with screen readers like JAWS?

Also, I noticed that the Victor Reader Stream isn't on the list of supported devices. Are you aware of anybody using it for eAudiobooks? If so, what was their experience with it?

(<http://www.afb.org/AFBPress/pub.asp?DocID=aw090105> )

Answer:

JAWS works well with the NetLibrary web interface for downloading eAudiobooks. Searching, selecting criteria, and choosing a desired format are easily accomplished.

As for the Victor Reader Stream, and the new NLS digital talking book player, they do not support the protected WMA format, but they can play MP3 files. Users of these devices would want to limit their searches on NetLibrary by selecting 'MP3'. To do so:

- \* Log in to NetLibrary
- \* Click the 'Advanced Search' link
- \* From the 'Format' combo box, select MP3

This will limit search results to only MP3 titles.

Sincerely,  
John Hosfeld  
Consulting Support Analyst  
Customer Support Department  
Call: 1-800-848-5800 (x7 for NetLibrary)  
Email: [support@oclc.org](mailto:support@oclc.org)

**Can I download and play an eAudiobook on a Mac?**

Yes, you can play an eAudiobook on a Mac, depending on the format of the audio file. Each eAudiobook is available in one of the two formats: MP3 format or protected WMA format.

- MP3 files can be downloaded from the NetLibrary website and played on a Mac
- Protected WMA files cannot be played on a Mac. The latest version of Windows Media Player available for Macs (version 9) is based on Windows Media Rights Manager version 1.3. We use version 2.x licenses for downloadable eAudiobooks in protected WMA format in order to maintain a high level of content security.

**Can I download and play an eAudiobook on an iPod?**

Yes, you can play an eAudiobook on a Mac, depending on the format of the audio file. Each eAudiobook is available in one of the two formats: MP3 format or protected WMA format.

- MP3 files can be downloaded from the NetLibrary website and transferred to an iPod using iTunes.
- Media Center allows MP3 files to be downloaded directly to your iPod and played with a single click.
- You cannot play an eAudiobook in protected WMA format on an iPod because iPods use the .aac file format and the .aac file format does not support the Digital Rights Management (DRM) protection required by eAudiobooks in protected WMA format.

# NetLibrary is now part of the EBSCO

## *NetLibrary*® Now Part of the EBSCO Publishing Suite of Products

***NetLibrary*—More than 200,000 eBook titles and 13,000 eAudiobooks from more than 500 publishers in 17,000 libraries worldwide**

EBSCO Publishing and OCLC finalized an agreement whereby EBSCO has acquired *NetLibrary*®, a leading eBook platform and service. OCLC saw EBSCO as the ideal candidate to continue to serve *NetLibrary* customers, and take the service to new heights.

EBSCO's goal is to better serve research by offering the strongest possible collection of materials and the greatest accessibility and usability. As eBooks become more prominently used and relied upon by libraries, they are an ideal addition to the EBSCO suite of resources. As *EBSCOhost*® is the single most-used premium research platform in libraries worldwide, and overall usage continues to steadily increase, it follows logically that searching databases and eBooks on a single platform would create a more complete, fruitful one-stop research experience for end users. Many librarians have requested EBSCO move in this direction, and we are pleased to be doing so.

At present, EBSCO will continue to support and enhance the *NetLibrary* platform, with the goal of enabling *EBSCOhost* to appropriately incorporate eBook availability in the near future. In the coming months, we will be conducting focus groups, advisory sessions and usability testing to better understand the strengths and weaknesses of eBook platforms, and investigate the various models for accessibility and purchase. Additionally, we plan to maintain the dark archive of eBooks to ensure accessibility for customers who have purchased and will continue to purchase *NetLibrary* eBooks. MARC records for these eBooks will also continue to be provided (at no cost).

If you have any questions regarding your current *NetLibrary* account, or would like to explore eBooks in subject sets or on a title by title level, please contact your EBSCO representative by phone at 1-800-653-2726 1-800-653-2726 or email at [information@ebSCOhost.com](mailto:information@ebSCOhost.com).

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For more information about NetLibrary visit <http://www.netlibrary.com>.

( <http://www.ebscohost.com/thisTopic.php?marketID=1&topicID=1419> )

# In-Person eAudiobook Orientation Training Survey

*Please complete, tear-off, and hand-in to the trainer before the end of the day.*

Name: \_\_\_\_\_

Library Name: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_

eMail Address: \_\_\_\_\_ Phone: \_\_\_\_\_

Q1. BEFORE the workshop, my comfort level using NetLibrary to search for, download, and transfer an eAudiobook to a portable device was:

- ☐ Highly comfortable
- ☐ Comfortable
- ☐ Moderately comfortable
- ☐ Slightly comfortable
- ☐ Not at all comfortable

Q2. AFTER the workshop, my comfort level using NetLibrary to search for, download, and transfer an eAudiobook to a portable device is:

- ☐ Highly comfortable
- ☐ Comfortable
- ☐ Moderately comfortable
- ☐ Slightly comfortable
- ☐ Not at all comfortable

Q3. As a result of the training, my comfort level in promoting the service to other library staff and customers is:

- ☐ Highly comfortable
- ☐ Comfortable
- ☐ Moderately comfortable
- ☐ Slightly comfortable
- ☐ Not at all comfortable

Q4. Please share your opinion about the following statements:

Agree    Neutral    Disagree

The presenter presented new and useful information.

☐    ☐    ☐

Important ideas were explained clearly.

☐    ☐    ☐

The presenter responded effectively to questions and comments.

☐    ☐    ☐

The training methods were appropriate to achieve objectives.

☐    ☐    ☐

Instructional aides (handouts) were helpful.

☐    ☐    ☐

Q5. Have you added the NetLibrary eAudiobook MARC records to your local catalog?

- ☐ Yes

- ☐ Not yet, but we plan to
- ☐ We do not plan to add the records
- ☐ I'd like to, but I need help locating the file of records. Please send me an e-mail at the address above

Q6. I have promoted the eAudiobook service by: (check all that apply)

- ☐ Our staff members have been talking about the service with customers and potential customers.
- ☐ Promotional items (brochures, posters, shelf hangers, etc.) are visible in the library.
- ☐ Promotional items (brochures, posters, etc.) are available in locations outside the library.
- ☐ I'd like to, but I need a marketing kit. Please send me a marketing kit to the address above
- ☐ I do not plan to promote or use the eAudiobook service.

Q7. Access to eAudiobooks is available to my customers by: (Choose all that apply)

- ☐ IP Address recognition (I have sent my IP address range to amy\_crawford@oclc.org)
- ☐ Barcode or password authentication; our users enter their library barcode when outside of the library to gain access to the service for the first time
- ☐ I would like help with remote authentication, please contact me at the phone number above.
- ☐ Other \_\_\_\_\_

Comments:

Q8. I have been successful in downloading an eAudiobook myself.

- ☐ Yes, success is mine!
- ☐ I downloaded it, but I am going to practice more to improve my comfort level.
- ☐ No, I do not plan to promote or use eAudiobooks.
- ☐ I want to, but need more help. Please call me at the number above.

Comments:

Q9. What was the best part of the eAudiobook workshop you attended?

Comments:

Q10. What changes would you recommend to make the workshop even better in the future?

Comments:

Q11. I attended the workshop held in:

- ☐ Spokane Public Library
- ☐ Richland Public Library
- ☐ Camas Public Library (held in the Camas City Hall building)
- ☐ North Central Regional Library Distribution Center, Wenatchee
- ☐ Burlington Public Library